



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

July 30, 2009

Darin Holcombe, CFO
darin@pctraining4u.com
Hitchcock and Holcombe, Inc.
8421 Auburn Boulevard, # 150
Citrus Heights, Ca 95610

Dear Mr. Holcombe:

RE: FINAL MONITORING VISIT REPORT for Hitchcock and Holcombe, Inc. – ET07-0272

Attendees:	Hitchcock and Holcombe, Inc. Representatives: Darin Holcombe, CFO and Steve Hitchcock, CEO ; ETP Representative(s): Julio Basquez and Kristie Ohta, ETP Analyst		
Visit Location:	8421 Auburn Boulevard, # 150 Citrus Heights, CA 95610		
Date of the Visit:	April 9, 2009	Beginning/End Time:	1:30 pm – 4:00 pm
Term of Agreement:	February 6, 2007 February 5, 2009	Agreement Amount:	\$917,441
Training Start Date:	February 6, 2007	Reimbursement Amount:	Job 1 - \$15.00 Job 2 - \$22.00 Job 3 - \$15.00 Job 4 - \$22.00 Job 5 - \$22.00 Job 6 - \$22.00 Job 7 - \$22.00 Phase II Job 8 - \$15.00 Job 9 - \$22.00 Job 10 - \$22.00
Date Training must be Completed:	November 4, 2008	Number of Trainees to Retain:	1,075
Type of Trainee:	Retrainee	Range of Hours:	N/A
Action Required:	NO	Weighted Ave. Hours:	24
		Recommended Hours for Progress Payment 1	N/A

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www.etp.ca.gov
ETP (04/15/05)

Final Report Summary:

- **History Of Agreement Changes**

The Agreement was executed on 02/21/07 and training began on 02/06/07. Your staff reported that all training was completed on 11/05/08, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 02/05/09.

ETP approved Amendment Number 1 on 1/25/08, creating Phase II which distributed 325 training slots throughout 3 new job numbers and increased the Agreement Amount by \$212,575.

ETP approved Modification Number 2 on 04/23/08, to add additional training topics to their Advanced Technology section of the approved curriculum (ADOBE, Dreamweaver, Flash, Illustrator, InDesign, and Photoshop.)

ETP approved Modification Number 3 on 06/24/08, to distribute trainees between Job number 5 and 10.

ETP approved Modification Number 4 on 10/02/08, to distribute trainee between job number 8 and 9.

- Interview **With** Steve Hitchcock, CEO and Darin Holcombe, CFO
- What barriers, if any, did your company experience in implementing your ETP project?
No barriers - all went pretty smooth
- What problems, if any, did your company experience with ETP record keeping?
We had a few student hours dropped from the system - and there was no rhyme or reason to it - but for the most part it seems that the system is improving.
- What assistance could ETP have provided that would improve the process for future Contractors?
I think the system is having some growing pains - I think that you need a better way to ensure contractors get policy changes in a timely manor - maybe a monthly e-mail update.
- How did your company benefit from the ETP training?
The ETP allowed for us to provide training for over 900 employees and help them strengthen their position in the work force.

Project Status:

Planned Number of Trainees:	750	Total Agreement Training Hours:	44,120
Trainees Enrolled:	992	Training Hours Recorded:	33,619
Trainees Started Training:	992	Potentially Reimbursable Hours:	33,619
Number of Trainees Dropped:	53	Number of Trainees Completed Training:	939
Completed 8 hours:	939	Trainees in Retention:	- 0 -
Completed Minimum hours:	939	Trainees Completed Retention:	939

Hitchcock and Holcombe's records show that 939 trainees completed training and the 90 day retention period (82% of planned retentions).

Attendance Rosters:

Ms. Ohta and Mr. Basquez reviewed a sampling of class/lab rosters to ensure they are being completed correctly and to ensure the accuracy of the information. You use ETP's approved multiple day roster. All rosters reviewed met Panel requirements for documenting this training. This finding is based only on the training records reviewed during this visit and represents only a sampling of the training records completed to date. It is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes.

All records will be retained within the control of the primary contractor and shall be made available for review at the contractor's place of business within the State of California.

Location Of Training:

Training may take place at the participating employer's facilities and/or Hitchcock and Holcombe's facility.

Audit:

Hitchcock and Holcombe will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

Record Retention:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the

last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions regarding your contract or the contents of this Report, please contact ETP at 916.327.5239 within ten (10) working days upon receipt of this document.

Sincerely,



Rosa Hernandez, Manager
Sacramento Regional Office



Kristie Ohta, Program Analyst
Sacramento Regional Office

cc: Steve Hitchcock – steve@pctraining4u.com
David Guzman, Chief, Program Operations Division
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File

Date report mailed to Contractor **